



**NORTH DAKOTA  
CLIENT ASSISTANCE PROGRAM**

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*This brochure is available in Braille, large print, tape, or  
foreign languages upon request.*



Carol K. Olson, Executive Director  
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# CAP

NORTH DAKOTA  
*Client Assistance Program*





## *What Does CAP Do?*

The North Dakota Client Assistance Program works with people who have applied for or are receiving services under the Rehabilitation Act. Its mission is to resolve issues or concerns individuals may have as they work with the agencies or programs that provide these services.

In North Dakota the agencies and programs include:

- Centers for Independent Living
- Vocational Rehabilitation
- Tribal Vocational Rehabilitation

We also provide information about the employment regulations pertaining to the **Americans with Disabilities Act (ADA)**.

## *CAP Will:*

### **Safeguard Your Rights**

CAP will review policies and regulations as they apply to your situation making sure a decision regarding your case complies with those policies and regulations.





## *CAP Will:*

### **Answer Your Questions**

CAP will answer any question you may have about the rehabilitation or independent living process.

### **For example:**

Can they help me with...?

Do I need to ...?

Can they pay for...?

I don't agree with ...what can I do?

Do I have to...?





## *CAP Will:*

### **Advocate For You**

CAP will take whatever steps necessary to resolve your issue when there is a question about an agency or program decision complying with policies or regulations.

### **Advocacy includes:**

#### **Information & Referral**

Providing you with the information to “self advocate.”

#### **Negotiation**

Working with you and the agency or program to come up with a solution that is acceptable to each of you.

#### **Mediation**

A formal process where you, the agency, and a neutral third party work to resolve your concern.

#### **Fair Hearing**

A process that provides the opportunity to present testimony and witnesses, and to examine the witnesses and other information at a hearing before an administrative law judge.

## *Our Goals:*

- Assure that you have an understanding of the policies and regulations that apply to your situation.
- Assure that you are receiving the services available to you under the Rehabilitation Act.



